

Flotech Performance Systems - Privacy Notice – May 2018

As part of our commitment to ensure GDPR compliance from May 25th 2018 we have put together a summary to explain how we process your data. If you have any concerns then please contact us and we will provide further clarification.

Our data privacy procedures and policies, internal data security processes and day to day procedures are integrated in to our quality management system.

We only collect information relevant to the services we provide and will only pass on your information to third parties where it is legitimately required to fulfil our contractual obligations to you as part of our services or in order to provide a quote for our services to you. We adopt and maintain the appropriate measures to secure and protect your data and this includes the use of anti-virus, anti-malware, vulnerability scanning, e-mail scanning, website filtering, encryption, file auditing and access controls where deemed necessary and appropriate. We store customer data including personal information within a number of systems on Focus Accounting owned equipment and rented cloud services a summary of these are provided below.

Sage Line 50 / Accounts System

Our primary Accounts System is stored on our own servers and contains all 'order information' that we undertake for our clients. This hold details about customer contacts, company addresses, and the technical details for the work we complete. We only hold the personal details that you provide us with and it is only used by us in fulfilling our accounting, payroll, order and delivery requirements.

This system is hosted on Flotech's internal systems and contains customer names, addresses, additional contact details and billing information. Access is restricted to only specific employees involved in the finance and accounting process. Additionally access may be granted to the companies authorised accountants.

As part of our accounts process we may keep hard copies of invoices, statements and other financial matters that may contain personal information. Access to this information is controlled and the data is secured using physical access controls. This information may be retained for up to 7 years

CRM - Customer Relationship Management

We use a CRM to record customer contacts from a marketing perspective. If we send out an e-shot that contains product or service information we record that within this system. This system records our sales and marketing e-shots. Our CRM contains our customer names, company names, phone numbers and email addresses along with notes made during our marketing activities. Access is restricted to employees involved within the marketing activities.

E-mail Marketing System

In conjunction with our CRM system we use a hosted system to deliver bulk emails. These bulk emails include blog posts, marketing emails, customer surveys and service notices. Access is restricted to employees involved with the marketing activities.

File System

We maintain customer information within our internal file servers and the Microsoft Office 365 system, this includes system documentation and correspondence that includes name, address, contact details and system configurations, billing information and equipment details. All our data is stored within the EU and access is restricted to authorised users only.

E-mail System

We maintain our email system on our own internal servers and the Microsoft Office 365 systems. This contains all our email correspondence with our customers. This data is held both locally and within the Microsoft EU data-centres. Emails sent to and from our systems virus scanned and filtered.

Access to our email system is restricted and controlled to authorised users only.

Backups

The information held within our company systems are backed up in an encrypted format in transit and at rest to a secure offsite location in the UK.

Website

When you visit our website we may collect information about you.

Data Retention

We will retain your data within our systems for as long as necessary to meet any contractual or legal obligations. For example this may include information held for the warranty of equipment, provision of software licenses and services we have supplied to you.